

SSF Financial Education

Trouble Shooting

Interfund Bill problem: Double billing: Causes: Duplicate credits

- AWCf SARSS 1 doing IDT and received into another SARSS 1 should be processed as a D6K by processing a D6S with little “f” they are getting double credits.

(Note: Should be solved in SARSS for MS3.)

- In the meantime:

- If known before entering accounting system, split the bills (with wizard program, e.g., by copying fix total card take one, dupe the summary and fix) and send duplicate to CCSS to process.

- If found afterwards, report to credit team and resolve through credit team.

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Trouble Shooting

Post post from MW: Customer T/I with D6A, when MW processed po transaction, **Why is middleware doing a post post?**CCSS saw as issue a bill FA1 (IFB) and FD2 (credit) on summary bill, e.g., IFB on detailed posting “9” in RP 59.

Short term: Notify IMMC to resolve.

or

- If two detail records, one good and one bad, need to pull whole b
Then look in ISB and SARSS and manually look to resolve.

- If system not fixed: Try **DAAS Query.Doc** for examples)

Step 1 Using Internet- <https://daynt6.daas.dla.mil>

Step 2. Select MILSINQ from the direct links to s
section

Step 3: User name: milsing (no password)

Step 4: Select Option 1 for batch query

Step 5: Pick options for query.

Audience: ISB and Finance Sites

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Trouble Shooting

“TL” status from Wholesale (Materiel received, no credit allowed returned was not the correct one: For T/I with DPO-RTN-SUM has

Short term:

- See if it is an AAC “W”. See Policy and procedure. Should ne an asset on hand with AAC W . Need to correct DPO_RTN_SUM in with FASTPATH 220.

- If not AAC “W”, Notify IMMC to resolve ,e.g. load the FEDLC NSNMMDR.

Mid Term: Manual process. CCSS Asset Mgr send note to CCSS-F post DIC to give credit on one transaction. And fix value in NSNM IMMC through credit challenge process.

Long Term: Discipline/accountability at shipping/receiving sections correct items.

Audience: ISB and Finance Sites

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Trouble Shooting

3. DoDAAC COMMRI. Wrong TAC 3 Address (See next page for

Note for MS3, leaving TAC 3 as they are for conversion and im
Cooperation between Finance Site and DFAS, Rock Island and

Short term: Contact Mary Clegg to verify finance center TACs.

Mid Term: Manual process including the Wizard for bills by verifyi
document number

Long Term: Desk Top SOP. TAC 3 will ultimately be switched to St
Rock Island.

Audience: ISB and CCSS

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Trouble Shooting

DoDAAC/RIC Synchronization:

A DoDAAC has an associated Routing Identifier Code(RIC) & Type Address (TAC):

- TAC 1: Mailing address
- TAC 2: Shipping - Commercial address essential (must include street number) be same as the mailing address
- TAC 3: Supporting Finance Site

1. Verify DoDAAC accuracy: DAAS Inquiry (DAASINQ) at www.daas.dla.mil/dodaac/dodaac. DoDAAC inquiry of TAC addresses Not correct? Contact Army Network Station DoDAAC coordinator or LOGSA DSN:897-2491 or (256) 313-2491
2. If RIC validation is not correct - submit a formal justification citing supporting change with the effective date to RIC Coordinator supporting MMC or MACOM ODCSLOG (Supply & Maintenance)
3. Check USPS address: Look up at <http://www.usps.gov/ncsc/lookup>. If not found? Go to <http://www.usps.com>, select "address quality" then "Address Management System (AMS) Office locator and update the information"

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Trouble Shooting

Table DHDSQ. (SARSS-1 Doc History Query) Reconciliation for transactions between ISB - SARSS. Doc-Hist at 2A can go with SARSS-1. Problem seen at Recon.

Corrective Action:

Short term:

Step 1: Get SARSS-1 password from CTASC administrator (limit)

Step 2: Key in Doc number. Manually look at Doc Hist and recon

Four screens available: Issue, Status, Shipment, Receipt

Mid Term: Run existing programs, e.g. Eagle or ROAMs or local un

Long Term: SARSS-1/A/AC fixes with synchronized Recon process.

Audience: ISB and Finance Sites

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Trouble Shooting

SARSS to ISB Reconciliation problems:

Step 1: Sort by **Document Number** or Dollar value

Step 2: **Research all above a given dollar value, e.g. \$2,000.**

If desired look for trends. Research in SARSS, ISB and STANFINS.

(One at a time, then continue in manageable blocks as required.)

A. Problem: Transaction closed in SARSS and not in ISB.

Short term: Manual Research

- Potential problem with F09 - have they all processed?
- Find the transaction. If the last F09 that didn't process before the Recon, the Recon may be invalid. Input F09 in ISB and rerun candidate job. (Make sure all jobs are in synch.)
- If F09 was from earlier in the month, can't input entire missing F09. Drop in all missing D6S and D6K (not D6A-credit might have already been awarded and therefore must be manually researched). A5 should also be dropped in. AE with cancellation status should be input. A0 and AE with other than cancellation must be researched individually because positive status could have established record. (Allow recon to establish the obligation if not automatically established.
- Take F09 and bounce against candidate DB file and flag for later research and do not input at this time.

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Trouble Shooting

Header Record is not set up with DIC that puts Doc in HR1 and (A0_ and AE_)

Step 1: Query in SARSS for open header records with DIC not c
A0_ or AE. Alternative: Use ILAP

Step 2: Compare what adjustments should be made, and correct
otherwise delete matching candidate records.

Audience: ISB and Finance Sites; Whomever works the

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Trouble Shooting

Due-in and Due-out Qty in SARSS are incorrect.

Condition 1: If O&M SARSS-1:

- Need to verify Due-In Qty, by looking at all details, and screens and compute what the quantity should be. (Could print detailed screens to simplify manual research) If incorrect, make list and send to CTASC Administrator to correct header record.

Condition 2: Customers of an O&M SARSS-1. Need to verify both Due-Ins (HR1) and Due-Out (GR1)Qty.

- Look at all details, and screens and compute what the quantity should be. (Could print detailed screens to simplify manual research)
- If incorrect, make list and send to CTASC Administrator to correct header record.

Condition 3: Customers of the AWCF SARSS-1. Need to verify Due-Out (GR1) Qty.

- Look at all details, and screens and compute what the quantity should be. (Could print detailed screens to simplify manual research)
- Audience: Byash Finance Sites; Whomever (Could print detailed screens to simplify manual research)

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Trouble Shooting

Active in SARSS (“A”) and recon trying to deobligate AR-DOC-SUM record in ISB

(Record in MRF (AE with BD status) which was surfaced with Dec 00 SCP in SARSS)

- Delete candidate from the Recon if determined the record is in the MRF. Y08 isn't created to go on HR1 and GR1. Solution is work MRF in SARSS prior to Recon.

Audience: ISB and Finance Sites; Whomever works the Re

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Trouble Shooting

No Record in ISB. Manual Process.

- Valid Obligation, F09 out of Synch

1. Decide how to put in based on size of missing F09s out of synch, timing issues. Either let Recon obligate. Or Strip off only out of synch adjustments.
2. Scrap Recon, process missing F09 rerun Recon.
(May have processed too many F09s in relation to SARSS, 1. Either don't run RECON or 2. Anything that matches the extra F09 processed, must be stripped. EOY may require running the Recon regardless.)
3. Have SARSS run another Recon, if feasible

Mid Term: Manual. Produce report in ISB, SARSS and STANFINS automatically; Pull Doc History from ILAP (ShowMe Query) to have data in one work file.

- Look to see if records are active in SARSS and what type of history would be related.

Long Term: Create comparative reports automatically for

Audience: ISB and Finance Sites; Whomever works the Re

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Trouble Shooting

Valid De-obligation. Cancellation is done at CTASC or lower, but deobligation doesn't occur immediately in ISB. **Should be fixed by MRF cancellations._**

(Occurs when it comes out of the Recon)- Allow the candidate to deobligate in ISB.

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Trouble Shooting

ODS Processing Problem:

A. O&M to O&M cost transfers did not go to STANFINS.

- File did not process in STANFINS because of ODS Bad batch. **ODS sends**

report that it sends daily, DFAS sites look at ODS report to ensure that all files are accepted and processed, top include TA-23's, etc and to ensure that this problem doesn't occur.

If errors reports are not worked, the Candidate file is going to try to adjust (obligate or deobligate) the offset document and the original doc number in error.

B. If amount collected is negative in ISB (if FA2 from credit Bill from CCSS before the FA1 is received)

- Run a query of AR_DOC_SUM for amount collected less than zero.

Delete the candidate. Correct the ISB record prior to Recon being run.

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Trouble Shooting

Finding a DoDAAC in DAAS.

Step 1: Go to the DAAS Web site and look for it:

<https://day2k1.daas.mil/dodaac/dodaac.asp>

- If it isn't listed, shouldn't have gotten into ISB.

Audience: Anyone

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Trouble Shooting

Tracking Partial fills in ILAP. S-4 thinks there is a double obligation - charged for two but only one shows in ILAP. Div level ILAP report does not reflect all actions - only at MACOM level ILAP.

Problem: Knowing how to read report using SARSS side of ILAP.

- Doc History reflects 2 ordered. Both posted in dCAS and in unit ILAP level, ILAP only shows the initial. But when reports are pulled in installation level ILAP (using dCAS historical document review) only showed qty of one not two because one perhaps was referred and filled already - obligated separately from the one passed for filled.

(Depends which version of ILAP. Installation ILAP vs local ILAP)

Audience: DOL/MVC

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Trouble Shooting

DAAS IFB is in ISB but not in STANFINS

If the bill has been processed through ISB, do not reprocess in ISB

Look to see if the IFB is on AVK-042 (Report for things wrong on IFB to fix, e.g. 9999 wrong APC in STANFINS).

- If it is, fix the problem, e.g. bill does not balance, APCs and EOR problems, bill header, etc. and process after fixing into STANFINS.**
- If it isn't, find bill that passed through ISB and process into STANFINS**

Audience: DFAS & Korea

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Trouble Shooting

IFB in STANFINS but not in ISB (Assumes bill already went to STANFINS)

Research: In ISB, query TAC His A, pull up doc number to determine if IFB processed. (If IFB processed prior to AR_DOC_SUM or DPO_RTN_SUM record creation, e.g. 9 out of 10 details processed - one didn't because record was not created in summary. Manually close line using Option 1. If all details didn't process, Financial Site determines if appropriate to use option 1 or option 2.)

Option One. Manually post AR_DOC_SUM with amount and Qty collected using FASTPATH 1123. Close Doc date should also be populated if obligation, issue, and collection are all equal. If not equal, do not populate CLS_DOC_DT (Close doc date) (Warning: When using this method, transactions will not post in appropriate TAC-HIS files. If using local automated tools to validate transactions from TAC-HIS, it will show up as abnormal.)

Option Two. Process IFB through ISB and (process) to close record and then strip from STANFINS input. If this option is chosen, this process must be processed during the day to ensure that this bill is stripped before processing at the end of the day. (Warning: If record

Audience: DEAS & Korea

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Trouble Shooting

Processing IFB outside of normal F09 processing.

Pulling in DAMES bills during day, If F09 from Friday night has a turn in, credit can already be issued from CCSS-F and DFAS site already has IFB from DAMES before DPO_RTN_SUM record established in Monday night.

Warning: There are consequences if in the field, they are processing outside of normal cycle. Recommend processing the IFB and F09 in the same cycle because of the sequencing priority (plus transactions then minus transactions). Although the intent is good to do smaller and more frequent batches, transactions could get out of synch.

USAREUR unique situation, problem has already been a

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Trouble Shooting

FA1s and FD1s duplicated in ISB (PR 200102003 HO-021)

Near Term: The Wizard program is working and should catch these.

Long Term: DFAS SCR CB3ASSF1022 (putting dupe check back in ISB from MOD)

Audience: DFAS & Korea

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Trouble Shooting

Wrong EOR in STANFINS (PR 200102005 BG-003)

Note: ODS problem. Part of new package.

Check: 26FS (Non DLR) and 26KB (DLR) posted for same NSN

Audience: DFAS & Korea

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Trouble Shooting

CUS_RTN SUM with closed Doc Date is blank.

O&M to O&M customer transaction.

Research. Shouldn't occur. Run query If it does, call DFAS-
Ind (Beth Moody)

Audience: DFAS & Korea

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Trouble Shooting

Processing sequence for DICs within ISB

Look at BAT_INP_XPT record in data query.

When reading in F09s each night, sort by DICs, and order the AE_ transactions by positives and cancellations.

Audience: Installation RM and DFAS

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Trouble Shooting

Double Obligation in STANFINS.

F09 processed after IFB. IFB puts in TA-29 in STANFINS, When F09 comes in, puts in obligation in AR-DOC-SUM. Customer D6_ (or AWCf A5_) will do issue but there won't be a collection because IFB processed prior to AR-DOC-SUM record being built. EX: ISB STRF

Obligation	10 from A0
Issue	10 from D6_/A5_
Collected	0

STANFINS TA23 reflects 10 but recon won't show it because the TA-29 obligates, accrues, and disburses but the LXG (NonStock Fund Orders and Payables) will look open with same document number reflecting what is in ISB.

- dbCAS would show two separate lines, double obligation (obligation had same document number)

(DFAS needs to ensure that all F09s are processed prior to processing the IFBs!)

Otherwise: Step1: Look at transactions that are AWCf transactions in ISB. If amount collected is zero and amount obligated and issued is greater than zero, look for DT-LST-UDT greater than 30 days and pull down the high dollar ones **first**.

Step 2: Verify in STANFINS/DBDCAS that IFB processed prior to TA-23.

Audience: Installation RM and DFAS

Step 3: To reverse obligation in STANFINS, create credit TA 23

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Trouble Shooting

Tracking Intransits. Assumes query in ISB using AR-DOC-SUM, with amount collected greater than amount issued.

Obligated	10
<u>D6 /A5</u>	<u>0</u>
Collected	10

SARSS is closed, ISB never receipted:

- SARSS received item but there is no recon candidate because obligation amount equals the collection amount in ISB. **ISB needs to process receipt to close line.**

(Or) SARSS is open and Pseudo Receipt was not processed.

If SARSS is open with valid Due-in, no action needs to be taken in ISB or STANFINS, because this is a valid paid in-transit.

If SARSS is open with no Due-ins because of AC1 submission, need to look in ISB for cancellation from wholesale. (Note: Manually create an FAE with billing advice code of "17".)

Alternative: SDR procedures in AEPS will eventually include a process for reporting erroneous bills to DLA using the SDR process in AEPS. TACOM RI will facilitate NAMI related matters.

Audience: Installation RM and DPAAS

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Trouble Shooting

Wrong Price or Credit.

Check FEDLOG. If on an installation, contact AMC-ISR for assistance from AMC's IMMCs to resolve AMI discrepancies. CCSS-S will forward to CCSS-F if correct for adjustment. Similarly if a NAMI item, contact NAMI-CBU.

ASA-FM has a Credit/Price Challenge process which should be used.

Audience: Installation RM and DFAS

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Trouble Shooting

Liquidator Indicator code (LI codes) in STANFINS LXG other than “A” problem found in Recon process.

When STANFINS creates the AUT/BUT file, for the ISB recon, only LXG records with LI = A or Y are put on the file, e.g. “K”.

- Records in ISB that the obligation equal collection. STANFINS can still open with LI code of “K”, the record will not create a candidate for de-obligation. Responsible person will need to manually deobligate STANFINS for the line LI=K.

(Or)

- Records in ISB collections are less than obligations, STANFINS is still open with LI code of “K”, ISB will create TA-23 for the difference in obligation and collection, causing a duplicate obligation in STANFINS.

Solution: Responsible person must delete TA-23 from Recon and correct LI in STANFINS e.g. Prior to reconciliation, create TA 23 with LI code = “A” with zero dollar amount for each SARSS supply transaction. They will query LXG for transactions LI code =not “A” and EOR = 26## or 31##. These are candidates for potential LI code change. EOR related to non SARSS systems should not be changed e.g. EAS, IES, ACURS, etc.

Audience: Installation RM and DFAS

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Trouble Shooting

Transactions ISB would deobligate AE_ with cancellation status.

Don't deobligate below issue or collection in the AR_DOC_SUM, e.g. for all cancellation status codes:

A2, A3, A4, A5, A6, A7, BF, BN, BQ, BR, BS, B4, C*, D*

Audience: Installation RM and DFAS

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Trouble Shooting

Use of Wildcards

- Take advantage of data conventions to avoid manual efforts, e.g. in a query to pull up information with a similar document numbers, use the “#” or “%” feature to pull in all similar records.

- Note: Wildcards only work in ILAP, DATACOM
DATAQUERY

Audience: Anyone

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Trouble Shooting

Type Action (TA) Codes:

Type Actions in STANFINS:

TA 20 - Obligate, Accrue and Disburse

TA 23 - Obligation

TA 29 - Obligate, Accrue and Disburse

TA 32 - Accrual

TA 40 - Disbursement (cost transfer)

TA 44 - Disbursement

Audience: Installation RM and DFAS

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Trouble Shooting

RTRP Frustrated A0_s:

When A0_ processes through RTRP to AJ2, no AE_ status received by SARSS.

Not a problem if going to get issued the items, because RTP did not process the transaction. Would have an open record in SARSS and in the financial systems. Recommend simply waiting for the item to arrive. Otherwise Pseudo-receipt.

If CCSS did not cancel or reject the A0_, won't know until follow-up from customers.

A SARSS Recon ECP may fix these problems through a daily recon process.

Audience: Installation RM and DFAS

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Trouble Shooting

Z Block (ISB Assigned)

- Customers to AWCF TA 23
- O&M SARSS1 Document Numbers TA 23
- Offset Document Number **Reversal** TA 23

When a customer's request cannot be satisfied by the O&M SARSS1 and the customer's document number is used to go to Wholesale (Dedicated) then the SARSS1 offset credit is reversed on the Z Block.

Y Block (ISB Assigned)

- Customers to O&M SARSS1 TA 23
- Offset Document Number TA (23)
- Interfund Bill from ISB (O&M Cost Transfer) TA 20
- Interfund Bills from ISB (O&M Cost Transfer) TA 32 and 40

000 Block (STANFINS Assigned)

- Interfund Bills from Wholesale TA 32 and 44
- Interfund Bills from Wholesale TA 29 (Credit for turn-in, charge with no prior obligation or charge where LXG previously closed)

Interfund bills created in ISB are for the O&M cost transfers. When the transaction is processed through ODS it will change the IF Bill from a 5 digit bill number into a 6 digit DOV beginning with a 9#####. Therefore when you look in STANFINS you will see the DOV beginning with a '9' instead of the bill number you see in ISB. When researching in ISB you can tell the difference by checking to see if the RIC is associated with a wholesale activity or a local SARSS1.

Audience: Installation RM and DFAS